## Action Items

Purpose:

To explain how to self-configure an Apple iPhone or iPad running the latest iOS version.

Before you Begin:

- Please read all instructions before starting the process of configuring a new device.
- Wi-Fi/Internet - You must be able to Connect to a **Non-Sherwin** Wi-Fi Network.
    - Please DO NOT use a cellular hotspot for the enrollment / activation.
- Accessible Power – Your device may not be completely charged.
- Apple Credentials - UserID and Password, required if you are restoring from an iCloud back-up.
- Sherwin-Williams Credentials - Email Address and Password.
- If you encounter any trouble, please refer to the Troubleshooting Guide at the end of this document.

Section 1: Initial Setup of New Device

1. Connect the power cord to the device and it will power on.
2. Once you see the Hello screen, press the **Home button** on the front of the device.
    - If your device does not have a Home Button, just swipe up from the bottom of the screen.
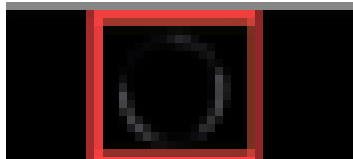
3. Tap your **Language**. Tap your **Country** or **Region**.
    - Then Tap **Set Up Manually**.

4. Connect to a **non-Sherwin Wi-Fi network**. If prompted to activate your phone with the carrier Tap **Next**. This will be done at a later step.

    - Set up your Apps & Data
        - Tap Continue on the Data & Privacy screen, then choose Option 1 or 2.
        - **Option 1**: Tap **Restore from iCloud Backup** (Includes Sherwin Email, Contacts and Email, your pictures, videos, texts, call log, and apps from your backup) – Enter your Apple Credentials. Continue to Next Step.
        - **Option 2**: Tap **Don't Transfer Apps & Data** (Includes Sherwin Email, Contacts and Email)- Go to #2 of Section 2.

5. Choose an iCloud backup to Restore. Refer to the date and size of each and pick the most relevant one.

(Note: Restoring a device can take an extended amount of time. It is important to remain connected to the same Wi-Fi network until you are through the setup wizard. Content like your apps, photos, and music will continue to restore in the background for the next several hours or days, depending on the amount of information there is.)

- If you are prompted to update your device, you will need to complete the update before your backup can be restored.

6. If you have Two-Factor Authentication, you will need to verify your identity. When prompted, re-enter your **Apple Credentials**, stay connected, and wait for a progress bar to appear and complete. Your device may reboot while completing the install. If prompted, proceed through the Terms and Conditions.

Section 2: Configure the Device
1. Press the Home button then Tap Continue.
   - If your device does not have a Home Button, just swipe up from the bottom of the screen
2. Tap **Next**. Remote Management will automatically install and configure your device. You may have to reconnect your device's Wi-Fi.
   a. Enter your **Sherwin-Williams email address** and tap **Next**.
   b. Enter your **password** and tap **Sign in.**
   c. If prompted with More information required – Tap **Next**.
   d. Select an additional security verification method, tap **Next**, and **follow the prompt**s
   e. You will see an Installing and an Awaiting screen. Please be patient.
3. When prompted Tap **Passcode Options** and then **Custom alphanumeric Passcode**. You will have to enter it **twice**.
4. If you chose Don't Transfer Apps & Data, you will be prompted to Enter in your **Apple ID** and **Password**, choose **Option 1 or 2**:
   - **Option 1**: Use an **Apple ID**:
     o Enter your **Apple ID credentials**, and tap **Continue**.
     o If Two-Factor Authentication is enabled on your account, you will be prompted for it.
     o If prompted for your iCloud Keychain, choose if you want to use it or not, and proceed

     Note: If you do not have an Apple ID, but would like one, please refer to the Apple ID section of the Troubleshooting Guide at the end of this document).

- **Option 2:** Choose **NOT to use an Apple ID:**
  - ○ Tap on **Forgot password** or **don't have an Apple ID**, then **Set Up Later in Settings**, and **Don't Use**.
5. Appearance: Select one and tap **Continue**, then tap **Continue.**
6. Tap Get **Started**, the **Company Portal** app and others will install.
   - Apps will begin downloading and the Company Portal app is the one that is needed to continue. It could take up to 10 minutes, depending on connection speed and quality. Once it downloads, please tap to launch it to enroll your device into Intune.
7. Enroll your iOS device into Intune: Microsoft Intune will need to be launched once it downloads
   - Tap **Sign In**.
   - Enter your **Sherwin-Williams email addre**ss and tap **Next**.
   - Enter your **password** and tap **Sign in**.
   - If prompted for More information required – Tap **Next**.
   - Select an additional security verification method, tap **Next**, and follow the prompts
   - Tap **OK** and then **Allow** to accept notifications from Intune.
   - Tap **Begin** on the next screen.
   - Tap **Continue** and then Tap **Continue** again when the button becomes active
     - ○ (Note: Confirmation of device settings may take a few minute).
   - Tap **Done**, the device is now enrolled in Intune.
8. Press the **Home Button**
   - If your device does not have a Home Button, just swipe up from the bottom of the screen.
9. Tap the **Outlook** app
   - If you see Your organization is now protecting its data, tap **OK** and then launch Outlook again.
   - When prompted to enable **Contact Save**, Tap **OK** to have your Outlook contacts sync into the local **Contacts** app.
     - ○ This will make it so calls and texts from known contacts will show a name instead of just their phone number.
     - ○ You should also **Turn On** notifications when prompted.
   - **Option 1: New Outlook users:**
     - ○ **NOTE:** The Outlook app is now used for the management of all company email, contacts, and calendar. Be sure to use the Outlook app for the addition of any new contacts or calendar events.
     - ○ To access Outlook settings, tap on the far upper left icon and then tap on the gear icon in the lower left. •
   - **Option 2: Existing Outlook users**: You will need to add your existing account and you will be required to use the **Authenticator** app for verification, if it was previously enabled.
10. Press the **Home Button**
    - If your device does not have a Home Button, just swipe up from the bottom of the screen.
    - Optional: If you chose to restore from an iCloud backup:

- Content like your apps, photos, and music will continue to restore in the background for the next several hours or days, depending on the amount of information there is. Try to remain connected to Wi-Fi and power to let the process complete
11. Activate Cellular Service choose **Option 1 or 2**:
    - **Option 1: Net new device or a lifecycle upgrade** directly from Mobile Carrier, follow the instructions included in the box from mobile Carrier to activate your device. If activation fails for any reason, please call the service desk for assistance.
    - **Option 2: Replacement for a broken device** call the service desk to activate cellular service on your new device.
12. **FOR UPGRADE and REPLACEMENT Devices**: When returning company owned devices, please wipe your old device and then ship the old device back to HQ using the FedEx return label and box provided by Sherwin-Williams. (See the Troubleshooting Guide for instructions)
    - Do **NOT** use the Mobile Carrier Return Label to return company owned devices.
    - Returning your old device to HQ promptly, will help you avoid unnecessary charges on your Cost Center.

Section 3: Troubleshooting Guide

Forgotten Apple ID Password:

1. Visit the website: iforgot.apple.com
2. Enter your Apple ID (this is an email address)
3. Select I need to reset my password
4. Click **Continue**
5. Follow the apple directions for resetting your. password.

Sherwin-Williams Password issue

- If you do not know your SW Password, visit: passwordreset.microsoftonline.com and follow the steps to reset your password.

iCloud Backup:

- iCloud Backup instructions: support.apple.com/en-us/HT203977
    - Apple provides 5GB of free storage. If backup fails due to storage space, free up space on the device, delete old backups, or consider increasing storage space on your Apple account.

Apple ID:

- Choose an **Option**:
    - o **Option 1:** How to create an Apple ID: support.apple.com/en-us/HT203993
    - o **Option 2**: Apple Support Website: getsupport.apple.com (You can schedule for them to call you)
    - o **Option 3**: Apple Support Phone: **800-APL-CARE**

How to wipe your old device:

- To meet Sherwin Privacy and Security compliance, you should always wipe your old device before giving it to another person or returning it to HQ.
    - o Please read Apple's wipe instructions: support.apple.com/en-us/HT201274

Support

- If you encounter any problems or need assistance, please reach out for support
    - o For support, please visit: mysupport.sherwin.com or call **800-566-2997**